**A Project:** The purpose of embarking on a project like the Continuous Quality Improvement (CQI) Action Projects is to create a service, process or product that is on-going or lasting in some way. The project itself runs for a limited amount of time, and has a finite end.

**Project Sponsor:** A Project Sponsor is typically someone who funds the project and/or is the manager that oversees the area affected by the project. It is very important that the project sponsor fully support the efforts of the project. An important role the project sponsor plays in your project is to help clear obstacles. They are a very important stakeholder whom the project manager/champion should meet with often.

**Project Manager/Champion:** A project manager helps manage the tasks of the projects and see the project to its end. Typically, this includes communication with stakeholders, identifying requirements of the project, and managing the schedule, resources and quality of the project. Champion is the CQI term for a project manager.

**Project Team:** A project team helps complete the various tasks that create the deliverables and accomplish the scope of the project.

**Charter:** The first step in project initiation, the charter is a very high-level look at all project elements. It can be likened to a contract or syllabus. Although not legally binding, it is the common understanding of what will happen within the bounds of a specific project.

**Outcomes:** What the project will accomplish beyond the deliverables. In an ideal world, each outcome would be tied directly to a measure so that project success can be measured accurately. At Gavilan College, many of our goals are difficult to measure, such as ‘Creating a welcome environment for students’ so outcome measures are used to give us indications of if the outcomes are being met.

**Outcome measures:** In order to assess the success of a project, measurable and meaningful results are defined as expected outcomes of a project. Good examples of outcome measures are student success rates increase 2%, 50% of faculty participate in the early warning system or 100% of all staff are trained in using a new technology system because there is a way to measure the outcomes.

**Assumptions:** Assumptions are things that need to be held as true for the project to begin planning. Sometimes it is revealed that an assumption is not true or it changes, which means that the project plan will also need to change.

**Scope:** In order to stay on track, activities related to a project are considered in and out of scope. This helps prevent ‘scope creep’ in which a project continues to get ‘added on’ to. This can happen because of competing priorities and departments or individuals attempt to get work done by the team that is in their best interest. Another common reason scope creep happens is that so much of our work is very interrelated and it can be hard to draw lines once you are entrenched in a project where scope has not been clearly defined.

**Deliverable:** The tangible results of your project. This can range from a building to a report or a plan, but it is always a noun. Once the deliverables are completed and approved, the project is complete.

**Stakeholders:** Stakeholders are people who play a part in the end goal of your project. These include the users of the end product/process, the managers of the end product/process, the sponsor of your project, and the Planning and Institutional Effectiveness Office. Stakeholder input shapes the final deliverables of the project to ensure the deliverables meet their needs.

**Subject Matter Experts:** The Project Team may not represent every area that the project affects, but when working on parts of the project, keep in mind Subject Matter Experts. Through the stakeholder analysis process, your team will have developed a list of stakeholders which will include Subject Matter Experts on campus. It is important to communicate with them on a regular basis so that they have the opportunity to share their wealth of knowledge with the team so that the best project outcome can be realized.

**Stakeholder Analysis:** A tool to help project managers understand with whom they should be communication and how, as well as understanding any risks or critical stakeholder requirements.

**Work Breakdown Structure:** A tool used to break deliverables into manageable pieces and a task list. The WBS informs the schedule.

**Critical Stakeholder Requirements:** Also known as Critical Customer Requirements, these are parameters defined by your stakeholders as necessary to consider the project a success. Paying attention to these needs shapes the deliverables so they are easily integrated into daily work, helps identify risks and understand what is needed to get stakeholder buy-in.

**Project Plan:** A set of documents related to project management including the charter, schedule, risk register, and communication plan.